

APPENDIX C

MESSAGE TRAFFIC

1. Purpose. The purpose of this appendix is to provide standard procedures for preparing and maintaining the automated message log and to describe the message flow system for the EOC.

2. General.

a. An EOC message log/journal of all incoming and outgoing message traffic will be initiated and maintained when the EOC is activated.

b. Messages will be transmitted to and from the EOC using the following media: AUTODIN, facsimile, electronic mail and written, typewritten or verbal requests. Regardless of the medium, all messages and significant taskings will be logged into the EOC Message Log.

3. Procedures.

a. EOC MESSAGE LOG.

(1) The EOC Message Log is an automated master message logging system.

(2) The system is designed to sort output by action office, suspense date, date time group (DTG) of the message, subject, addressee, and origin. Standard printouts are produced by the system and are available for use by CMT personnel to aid in maintaining and controlling actions.

(3) The system is designed to have UNCLASSIFIED data entered. To avoid any potential security problems (e.g., entering a classified subject), all printouts are to be treated as FOR OFFICIAL USE ONLY and are to be handled accordingly.

b. INCOMING MESSAGE FLOW.

(1) All incoming message traffic will flow through the EOC as shown in Figure C-1.

(2) Routine incoming message traffic will be routed through the SACO first for assignment of action office and suspense date, if required. (If a SACO is not assigned, the function will be performed by the Administrative Officer.)

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(a) FLASH MESSAGES will be **immediately** shown to the Operations Officer/Shift Leader before going to the SACO.

(b) ENCRYPTED MESSAGES will be decoded by the Clerk-Typist (Encoder/Decoder) before going to the SACO.

(3) The Clerk-Typist (Logger) will input the message data in the message log and assign a control number to the message.

(4) The File Clerk will make copies of the message, if required, and distribute the copies to the Action Officer/Coordinators, Master File, and appropriate Reading File.

(5) A single designated action officer is responsible for gathering the appropriate information to respond to the message. Information designees should be prepared to provide input if contacted by the action officer. If the designated action officer determines that the action has been improperly assigned, he/she should return the message to the SACO for forwarding to the appropriate action officer and correction of the message log.

(6) Message traffic will be distributed and filed as follows:

- Master Chronological File: Original copy
- Reading File(s):
 - Routine incoming message file
 - SITREP file
 - Taskers/Suspense file
- CMT Staff: Based on distribution directions
- Controller (if exercise): One copy

(a) Master File. The original of all unclassified incoming message traffic will be filed in numerical order. If the message is classified, a blank sheet of paper will be entered in the master file with the message control number and location of the classified document. The original classified message will be filed in a secure container.

(b) Reading File. Separate reading file(s) will be maintained for routine message traffic, SITREPs, taskers and suspenses. These files, maintained by the Administrative Officer, will be started at 0001 and closed out at 2400 daily. If more than one MSC is involved in the disaster response or exercise, the SITREP Reading File will be further separated by MSC.

b. OUTGOING MESSAGE FLOW.

(1) All outgoing message traffic will flow through the EOC as shown in Figure C-2.

(2) Outgoing messages and taskers will be drafted by the appropriate action officer utilizing the EOC LAN or PC, as available. Outgoing AUTODIN messages will be typed by the Administrative staff. Messages requiring encoding will be given to the Clerk-Typist (Encoder/Decoder).

(3) The Shift Leader is the approving authority for all messages.

(4) The Shift Leader or Assistant Shift Leader will provide approved messages and taskers to the Administrative Officer. The administrative staff encrypts and formats messages to meet transmission requirements or other standards. The Administrative Officer may release messages approved in draft by the Shift Leader or Assistant Shift Leader.

(5) The released message is logged in the message tracking system, assigned a control number by the Logger, and transmitted (AUTODIN or facsimile).

(6) The File Clerk distributes action and coordination copies IAW the assigned staffing and files a copy in the Master File and the appropriate Reading File(s).

(7) Facsimiles are transmitted by the administrative staff. Following transmission, a copy of the outgoing message is returned to the Action Officer with verification of the time of transmission.

(8) AUTODIN messages are hand carried to the Message Center for transmission. A copy of the formatted text prepared by the administrative support staff is provided to the Action Officer. The "comeback" copy of the AUTODIN message is filed with the Master File copy by the administrative support staff. The administrative staff is responsible for tracking comeback copies to verify actual transmission.

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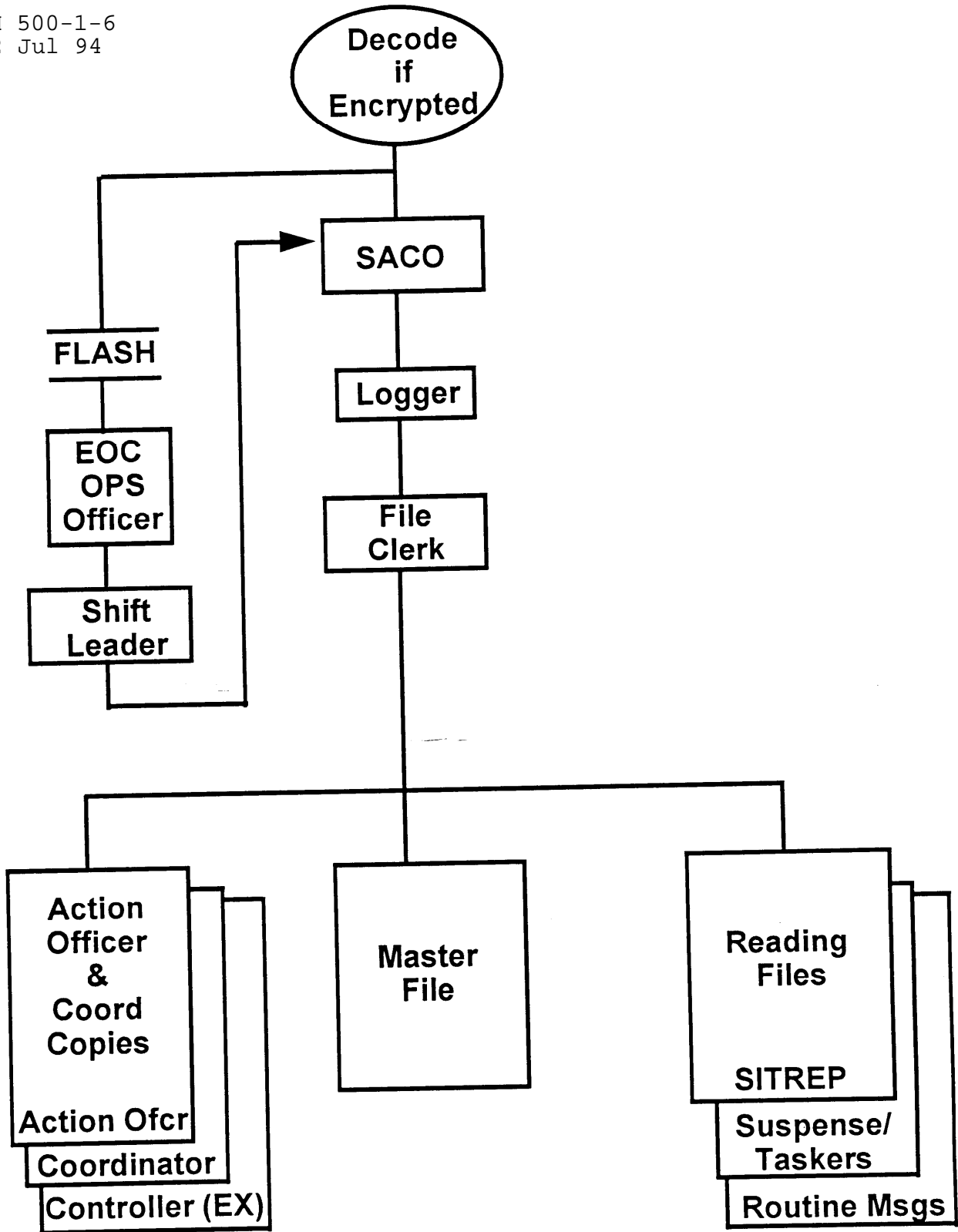


Figure C-1. Incomming messages.

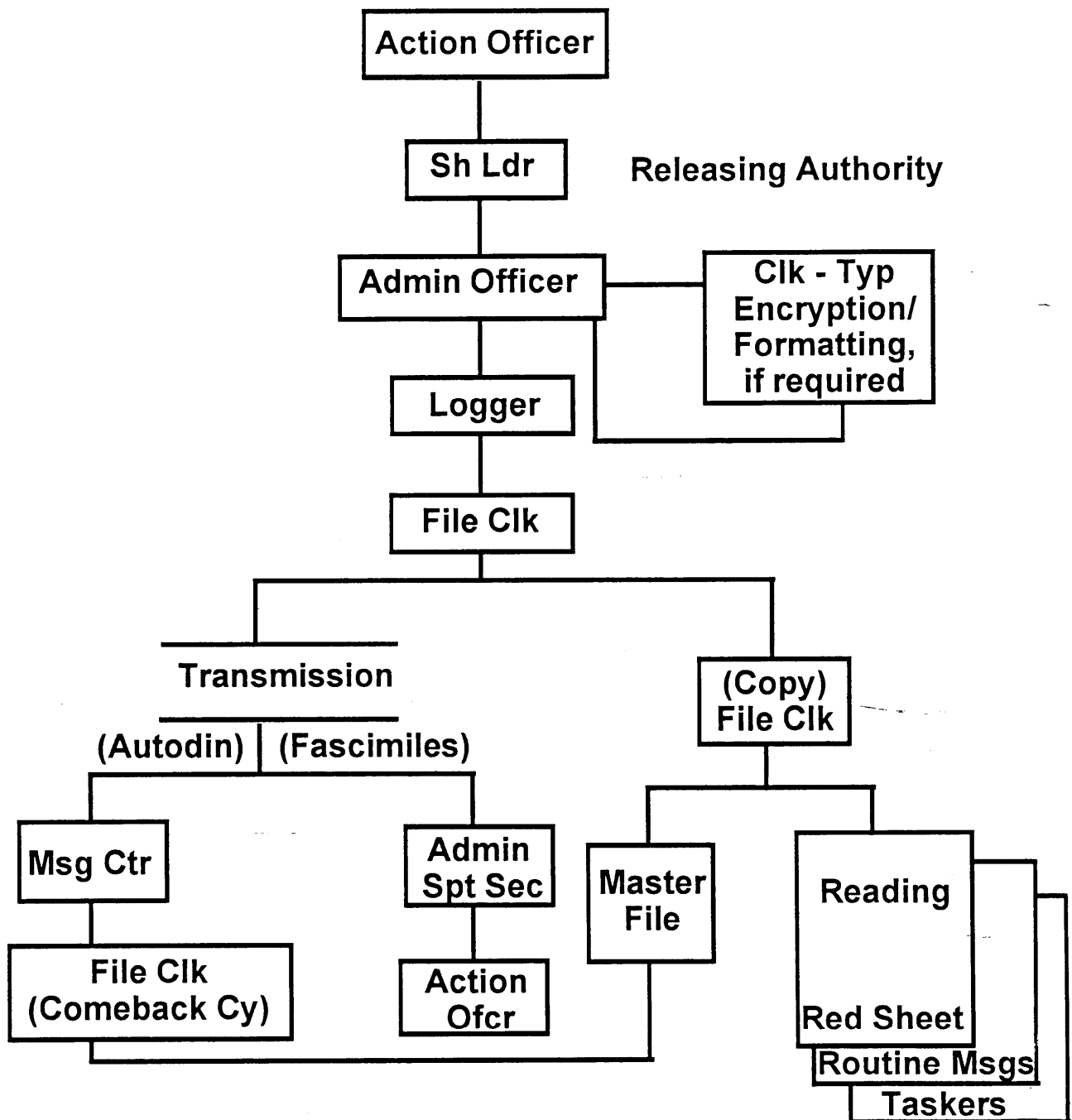


Figure C-2. Outgoing messages.